

MDHHS
Conflict-Free
Access and
Planning

Current Activities

- Provider Survey
- Feedback Package Development
- Education/Information Session
- Update of Project Timeline by MDHHS Leadership

MDHHS Conflict-Free Access and Planning

How might Michigan
STRENGTHEN PROTECTIONS against conflicts of interest
in ways which **PRIORITIZE THE PERSON'S EXPERIENCE** and
MAINTAIN VIABILITY of the public behavioral health system?

Feedback Methods

Who: Four primary groups provided insights on each component of the design challenge including:

- Beneficiaries and their families (via listening sessions)
- CFA&P Workgroup
- MDHHS Staff
- External stakeholders, including CMHAM and Advocate organizations

What: All feedback entries (over 3,000) were coded from listening session notes, testing documents, and other materials provided to MDHHS related to CFA&P.

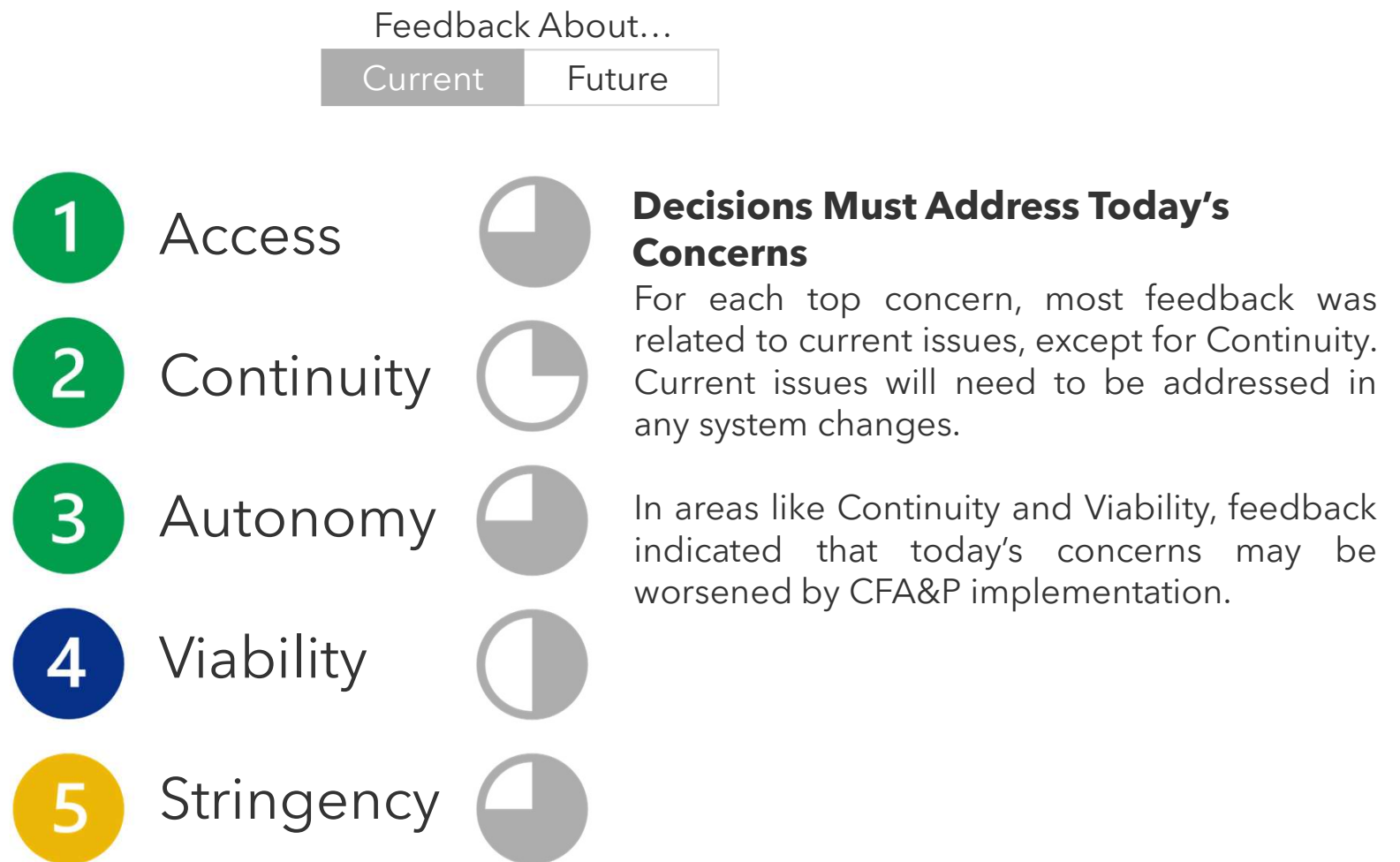
Upcoming: MDHHS is defining methods for future education and information session with beneficiaries and a provider survey.

Top Concerns*

- 1 Access:** People can easily get the services and supports they need.
- 2 Continuity:** The connection between services and supports is smooth.
- 3 Autonomy:** People can easily make decisions about their planning, services, and supports.
- 4 Viability:** Providers can stay in business.
- 5 Stringency:** The system complies with the CFA&P rule.

*Feedback package is still in development.
Does not include provider survey results.

Top Concerns*



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Top Concerns*

- | | | Representative Feedback |
|---|------------|--|
| 1 | Access | "[I am concerned about] the amount of time it could take... to receive services between providers and... health and safety." |
| 2 | Continuity | "Don't want the individual to have to bounce multiple times." |
| 3 | Autonomy | "I want to use my choice and I am not allowed to." |
| 4 | Viability | "Staffing shortages would most definitely play a role in what the alternatives could be for the person." |
| 5 | Stringency | "We currently have a lot of built in conflict of interest." |

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Does not include provider survey results.

Top Concerns*

- | | Specific Concerns |
|--------------|---|
| 1 Access | Timeliness and ease of access (including having a convenient location) in both the current state and potential future scenarios. |
| 2 Continuity | Redundancy in the beneficiary experience (like having to tell your story more than once) and organizational capacity to share information, especially in potential future scenarios. |
| 3 Autonomy | Beneficiary not being informed of their options, especially in the current state. |
| 4 Viability | Adequate staffing in the current state and provider network capacity in potential future scenarios. |
| 5 Stringency | Protections against conflict of interest in the current state. <i>However, both the workgroup and external stakeholders were nearly evenly divided whether current stringency was sufficient.</i> |

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Questions and Next Steps